

Important Information: Billing & Customer Service for your Waste Collection Services is Transitioning to WM

Dear City of Corona Resident,

Effective, July 1, 2024, Corona residents will be billed by WM directly, offering one point of contact for both Customer Service and Billing.

What to Expect in the Next Few Months

From City of Corona (through June 30th, 2024)

The City of Corona handles billing for residential waste collection services, bundling them with water and sewer charges on the City's monthly utility bill.

As part of the transition, residents will receive their final waste collection services charge for services provided through **June 30, 2024**, in their utility bill mailed in July or August 2024.

The pre-paid waste fees collected when the account was established will be applied toward your June waste collection service charges, and any remaining balances not covered by that credit will be included in your July or August utility bill.

From WM (Starting July 2024)

Beginning in July, you'll receive your first bill from WM for waste collection service charges for July. From this point forward, you can expect to receive a bill for trash, recycling, and organic collection services at the start of each month. Current City of Corona customers will not need to contact WM to set up an account; this will be done automatically. For your convenience, you can pay your bill online, set paperless billing, or enable autopay by signing up online at www.wm.com/myaccount or over the phone.

After August, waste collection services through June 30, 2024, will no longer appear on your City utility bill. Beginning with July services, the City will no longer have access to waste collection service charges. You must contact WM directly for any questions or service requests by contacting the WM Customer Care Center at 1-800-423-9986.

Save the Date

Upcoming Community Meeting

We encourage you to attend this meeting to learn more about the services being offered and obtain more information regarding the billing and customer service transition:

Date: Monday, June 24, 2024

Location: Circle City Center,
365 N. Main St., Corona, CA 92878

Time: 6:30 to 7:30 p.m.

Below are examples of your City of Corona Utility bill and your **NEW** WM bill:



City of Corona
Utilities Department
400 South Vicentia Avenue
Corona, CA 92882
(951) 736-2321
www.CoronaCA.gov/Utilities
E-mail: CustomerCare@CoronaCA.gov
Business Hours:
Monday - Thursday
7:00 a.m. to 6:00 p.m.

TOTAL CHARGES

BILL DATE: 7/15/2024
AMOUNT: \$75.30
DUE BY: 8/15/2024

Previous Balance	
Payment - Thank You!	
Balance Forward:	\$0.00
Domestic Charges:	From 06/06/2024 To 07/07/2024 Billing Days: 31
Tier 1	5 Units x \$1.93 \$9.65
Ready to Serve Charge - 3/4"	\$29.17
Sewer Charges:	
Sewer Charge	\$36.48
Trash Charges:	
Pre-Paid Trash	-\$28.78
Trash/Recycling Charge	\$28.78
	CURRENT BILL: \$75.30
	TOTAL ACCOUNT BALANCE: \$75.30



INVOICE

Customer ID: ##-####-####
Customer Name: WM CUSTOMER
Service Period: 07/01/24-07/30/24
Invoice Date: 07/01/2024
Invoice Number: #####-4946-#

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How to Contact Us	Your Payment is Due	Your Total Due														
<p>Visit wm.com/MyWM Create a My WM profile for easy access to your pickup schedule, service alerts and online tools for billing and more. Have a question? Check our support center or start a chat.</p> <p style="text-align: center;">    </p> <p style="text-align: center; font-size: small;">Customer Service: (800) 423-9986</p>	<p style="text-align: center;">Due Upon Receipt</p> <p style="font-size: small;">If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of \$5, or such late charge allowed under applicable law, regulation or contract.</p>	<p style="font-size: 24px; font-weight: bold;">\$28.78*</p>														
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; border: 1px solid black; padding: 2px;">Previous Balance</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">0.00</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">+</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">Payments</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">0.00</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">+</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">Adjustments</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">0.00</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">+</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">Current Invoice Charges</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">28.78</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">=</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">Total Account Balance Due</td> <td style="width: 25%; border: 1px solid black; padding: 2px;">28.78</td> </tr> </table>	Previous Balance	0.00	+	Payments	0.00	+	Adjustments	0.00	+	Current Invoice Charges	28.78	=	Total Account Balance Due	28.78		
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* This amount reflects the current rate for the 3-cart collection system and is subject to an annual increase.



Información Importante sobre la Transición de la Facturación y Servicio al Cliente de los Servicios de Recolección de Residuos a WM

Estimado Residente de la Ciudad de Corona,

A partir del 1 de julio de 2024, los residentes de Corona recibirán la factura directamente de WM, ofreciendo un único punto de contacto para el Servicio al Cliente como para la Facturación.

Qué Esperar en los Próximos Meses

Ciudad de Corona (hasta el 30 de junio de 2024)

La Ciudad de Corona se encarga de la facturación de los servicios de recolección de residuos residenciales, incluyéndolos junto con los cargos de agua y alcantarillado en la factura mensual de servicios públicos de la Ciudad.

Como parte de la transición, los residentes recibirán su último cargo por servicios de recolección de residuos por los servicios prestados hasta el **30 de junio de 2024**, en su factura de servicios públicos que serán enviados en julio o agosto de 2024. Las tarifas prepagadas de residuos recolectados al establecer la cuenta se aplicarán a sus cargos por servicios de recolección de residuos del mes de junio, y cualquier saldo restante no cubierto por ese crédito se incluirá en su factura de servicios públicos en el mes de julio o agosto.

WM (a partir de julio de 2024)

A partir de julio, residentes de la Ciudad de Corona recibirán su primera factura de WM por los cargos de servicios de recolección de residuos correspondientes al mes de julio. A partir de julio, la Ciudad ya no tendrá acceso a los cargos por servicio de recolección de residuos. Los clientes actuales de la Ciudad de Corona no necesitarán comunicarse con WM para configurar una cuenta, esto se hará automáticamente. Para la comodidad del cliente, las facturas podrán pagarse por medio del internet, se podrán también configurar la facturación de forma electrónica o habilitar el pago automático registrándose en la página de internet de WM en www.wm.com/myaccount o por teléfono.

A partir de agosto, los servicios de recolección de residuos correspondientes al mes de junio de 2024 ya no aparecerán en su factura de servicios públicos de la Ciudad. A partir de julio residentes deberán comunicarse directamente con WM para cualquier pregunta o solicitud de servicio llamando al Centro de Atención al Cliente de WM al 1-800-423-9986.

Reserva La Fecha

Próxima Reunión Comunitaria

Apoyanos y asiste a esta reunión para conocer más sobre los servicios que se ofrecen y obtener más información sobre la transición de facturación y servicio al cliente:

Fecha: lunes 24 de junio de 2024

Ubicación: Circle City Center,
365 N. Main St., Corona, CA 92878

Hora: 6:30 to 7:30 p.m.

Aquí hay ejemplos de su factura de servicios públicos de la Ciudad de Corona y su **NUEVA** factura de WM.

	City of Corona Utilities Department 400 South Vicentia Avenue Corona, CA 92882 (951) 736-2321 www.CoronaCA.gov/Utilities E-mail: CustomerCare@CoronaCA.gov Business Hours: Monday - Thursday 7:00 a.m. to 6:00 p.m.	TOTAL CHARGES BILL DATE: 7/15/2024 AMOUNT: \$75.30 DUE BY: 8/15/2024
Previous Balance		
Payment - Thank You!		
Balance Forward:		\$0.00
Domestic Charges:	From 06/06/2024 To 07/07/2024 Billing Days: 31	
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	CURRENT BILL:	\$75.30
	TOTAL ACCOUNT BALANCE:	\$75.30

	INVOICE	Page 1 of 2		
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How to Contact Us	Your Payment is Due	Your Total Due		
Visit wm.com/MyWM Create a My WM profile for easy access to your pickup schedule, service alerts and online tools for billing and more. Have a question? Check our support center or start a chat.  Customer Service: (800) 423-9986	Due Upon Receipt \$28.78* <small>If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of \$5, or such late charge allowed under applicable law, regulation or contract.</small>			
Previous Balance	Payments	Adjustments	Current Invoice Charges	Total Account Balance Due
0.00	0.00	0.00	28.78	28.78

* Este monto refleja la tarifa actual para el sistema de recolección de 3 carritos y está sujeto a un aumento anual.

